Defense Information Systems Agency
Department of Defense

GIG Combat Support Quality Assurance Center (GS1)

COL Dennis A. O'Brien
Center Chief
2 May 2006

The overall classification of this brief is:
Unclassified

Background

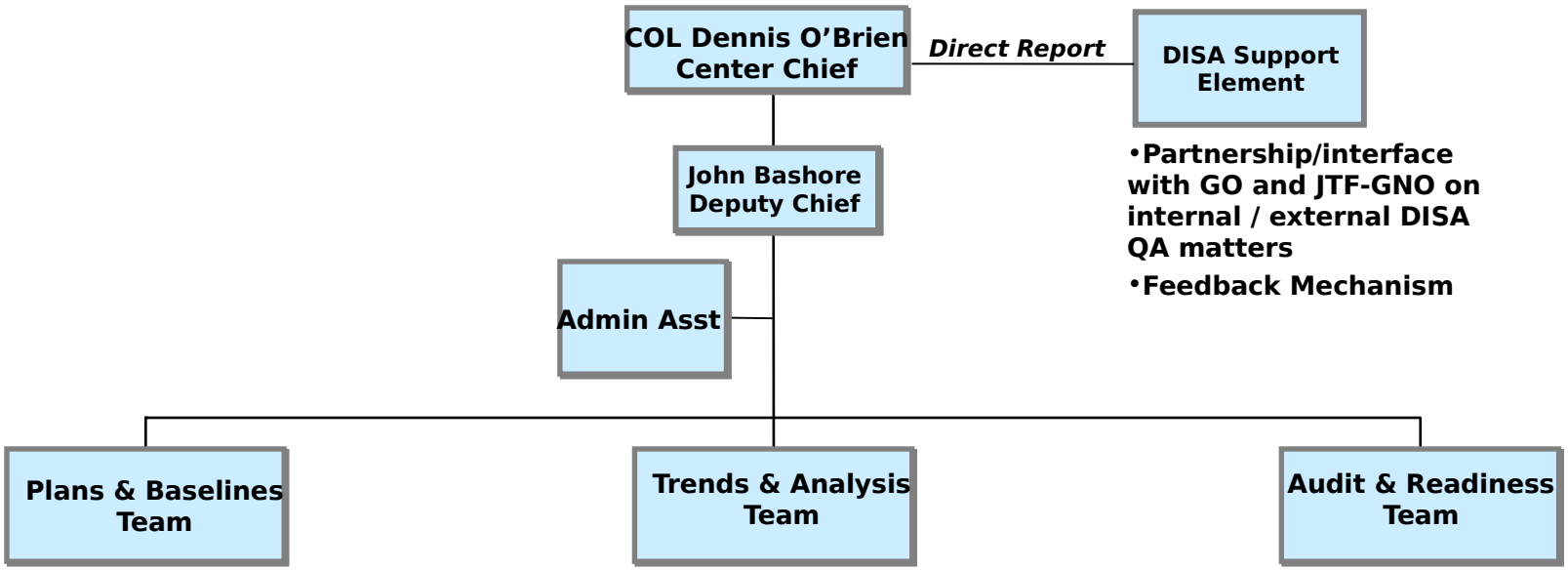
- **Recent events involving GIG Combat Support (GS) Directorate services have made GS Seniors identify the need for a QA Center**
- **Focused on GIG Sustainment Services**
- **Mr. Stefanucci's Top Initiative to the DISA Director**

QA Mission

Monitor the quality of GS services to ensure that they meet established requirements, are performed within applicable regulations, and meet or exceed customer expectations. Ensure problems related to GS services are identified and resolved by the GS Centers.

Over the next year, mission, functions, and organization may evolve as a result of operations and other events.

GS1 Roles & Missions



- Partnership/interface with GO and JTF-GNO on internal / external DISA QA matters
- Feedback Mechanism

- Understand baseline of critical GS systems
- Capture configuration management documentation
- Assume oversight of:
  - GS Critical Infrastructure Protection (CIP)
  - GS Quality Management System (QMS / ISO 9000)
  - GS Configuration Control Board and Processes
  - GS Enterprise Services

- Focal point for customer service feedback concerning:
  - Help Desk, Executive Calls, Outages (AARs)
  - Performance Metrics
  - Consolidate / Identify Trends
  - Ensure standard processes and procedures (Balanced Scorecard, Monthly Center Update, 500 Day Plan, NetOps Policies)
- Maintain current information on service delivery and feedback by customer

- Feedback Mechanism. Ensure sites are configured in accordance with baseline policies / configuration management documentation
- Follow up on significant sustainment outages / high interest events to ensure proper processes and procedures are in place
- Facilitate GS audits by:
  - Visiting Field Sites.
  - Review Trip Reports

Plans & Baselines Team Functions

- **Understand baseline of critical GS systems**
- **Capture configuration management documentation**
  - **Review, validate, establish as baseline(s)**
  - **Create EDGE folder to post documentation**
  - **QA approval process elements for each baseline / configuration**
- **Assume oversight of:**
  - **GS Critical Infrastructure Protection (CIP)**
  - **GS Quality Management System (QMS / ISO 9000)**
  - **GS Configuration Control Board and Processes**
  - **GS Enterprise Services**

Plans & Baselines Team Accomplishments

- **Developed and initiated GS Critical Systems Survey**
- **Implemented GS Configuration Management (CM) Interim Repository on DISANet shared storage**
- **Plans & Baselines Near-term Initiatives:**
  - **Implement the GS Configuration Management Repository on the EDGE**
  - **Implement a GS Quality Management System (QMS) Repository on the EDGE & migrate DISN QMS documentation to it**
  - **Baseline all Configuration Control Board (CCB) processes within GS**
  - **Develop strategy to expand former GS2 functions across GS**

Trends & Analysis Team Functions

- **Focal point for customer service feedback concerning:**
  - **Help Desk, Executive Calls, Outages (AARs)**
  - **Performance Metrics**
  - **Consolidate / Identify Trends**
  - **Ensure standard processes and procedures (Balanced Scorecard, Monthly Center Update, 500 Day Plan, NetOps Policies)**
- **Maintain current information on service delivery and feedback by customer**

Trends & Analysis Team Accomplishments

- **Implemented the Systems Program Director (SPD) reporting process. Quarterly reports on the status of GS services are provided to the Component Acquisition Executive (CAE)**
- **Revised the Monthly Center Update (MCU) format to be consistent with the SPD format. Provided one-on-one training to the GS Service Managers on the MCU format and program risk management**
- **Implemented an oversight process and GE liaison for the GS implementation of the Systems Engineering (SE) process**
- **Developed goals for meeting the requirements of GS Trends and Analysis. Assessed the current situation within GS to determine whether it will meet the trends analysis data needs within GS**
- **Analyzed data on DISN outages to establish QMS Performance Measures**

Audit & Readiness Team Functions

- **Feedback Mechanism. Ensure sites are configured in accordance with baseline policies / configuration management documentation**
- **Facilitate GS audits by:**
  - **Visiting Field Sites**
  - **Coordinate with sites, GIG Operations Directorate (GO), and Center Chiefs before and after visits**
  - **Determine what site visits are currently taking place**
  - **Review Trip Reports**
- **Follow up on significant sustainment outages / high interest events to ensure proper processes and procedures are in place**
- **Assist other GS1 branches when not visiting field sites**
- **Summarize in Health Reports**

Audit & Readiness Team Accomplishments

- **Developed a schedule to visit field sites with focus on:**
  - **Sites which had recent events affecting the operational performance of the DISN network**
  - **Significant GIG Sustainment Services issues**
- **Reviewing all GS Center trip reports in order to determine operational trends of both the customer and well as GS services**

DISA Support Element Functions

- **Partnership / interface with GO and JTF-GNO on internal / external DISA QA matters**
- **Coordinate with QA Trends & Analysis Branch with trending data**
- **Feedback Mechanism**

Way Ahead

- **Establish the internal GS processes and procedures first. Develop and socialize joint external strategy with GO**
- **QA must be synchronized with other DISA Directorates, particularly in the area of audits and readiness. Otherwise, the work is focused on GS.**
- **Recommend conducting a QA Forum to synchronize QA efforts throughout the Agency**
- **GS1 has coordinated with GS2 on recent MD5 outage; with GS3 on improving IATO & IAVA metrics, and with new Logistics Division to insert QA into their processes**

Point of Contact

- **COL Dennis O'Brien, Chief, Center for Quality Assurance**
  703-882-1708
  Dennis.Obrien@disa.mil
- **Mr. John Bashore, Deputy Chief, Center for Quality Assurance**
  703-882-0201
  John.Bashore@disa.mil

www.disa.mil